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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/730,330	12/08/2003	Thomas E. Creamer	BOC9-2003-0109US1 (013)	2374
46322 7590 01/11/2008 CAREY, RODRIGUEZ, GREENBERG & PAUL, LLP STEVEN M. GREENBERG 950 PENINSULA CORPORATE CIRCLE SUITE 3020 BOCA RATON, FL 33487				
EXAMINER ADDY, THJUAN KNOWLIN				
ART UNIT			PAPER NUMBER	
2614				
MAIL DATE			DELIVERY MODE	
01/11/2008			PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

10/730,330

Applicant(s)

CREAMER ET AL.

Examiner

Thjuan K. Addy

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 20 August 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-17 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-17 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 08 December 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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DETAILED ACTION

Response to Arguments

1. Applicant's amendment filed on January 08, 2007 has been entered. Claim 1 has been amended. No claims have been cancelled. No claims have been added. Claims 1-17 are still pending in this application, with claims 1, 4, 9, 11, and 16 being independent.

2. In view of the Appeal Brief filed on 08/20/2007, PROSECUTION IS HEREBY REOPENED. New grounds of rejection are set forth below.

To avoid abandonment of the application, appellant must exercise one of the following two options:

(1) file a reply under 37 CFR 1.111 (if this Office action is non-final) or a reply under 37 CFR 1.113 (if this Office action is final); or,

(2) initiate a new appeal by filing a notice of appeal under 37 CFR 41.31 followed by an appeal brief under 37 CFR 41.37. The previously paid notice of appeal fee and appeal brief fee can be applied to the new appeal. If, however, the appeal fees set forth in 37 CFR 41.20 have been increased since they were previously paid, then appellant must pay the difference between the increased fees and the amount previously paid.

3. Applicant's request for reconsideration of the finality of the rejection of the last Office action is persuasive and, therefore, the finality of that action is withdrawn.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 1-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Novack (US Patent Application Publication, Pub. No.: US 2004/0264673 A1), in view of Wilson et al. (US 6,959,263).

5. In regards to claims 1, 5, 9, 10, 12, 16, and 17, Novack discloses a call center (See Fig. 1), method, and machine readable storage comprising: at least one phone handset (See Fig. 1 and individual communications device/wireless device 102) coupled to a gateway (See Fig. 1 and cellular tower 104) to a public switched telephone network (PSTN) (See Fig. 1 and switch/PSTN 105) (See page 3, paragraph [0042]); an enterprise application (See Fig. 1, subsystem 195 and application server 185) associated with said at least one handset and at least one data terminal (See Fig. 1 and person computer 101) coupled to said enterprise application and disposed in proximity to each of said at least one handset (See page 3-4, paragraph [0042] – [0043] and page 5, paragraph [0059]); a database (See Fig. 1 and session database 180) of caller information coupled to said enterprise application, each record in said database having a configuration for location based upon a searching key (See page 4, paragraph [0052] and page 5, paragraph [0059]); at least one line information database (LIDB) disposed in said PSTN and configured to store individual searching keys, each of said individual

searching keys having an association with a corresponding subscriber to said PSTN (See page 5-6, paragraph [0062]); and a gateway node communicatively linked to both said PSTN and said enterprise application (See page 3, paragraph [0039]). Novack, however, does not disclose a query interface to said enterprise application programmed to select records in said database of caller information based upon an individual searching key received from said LIDB through said gateway node. Wilson, however, does disclose a query interface (for example, the query is sent via the support technician 100, See Fig.) to said enterprise application (See Fig. 1 and Customer Relationship Management (CRM) application 110) programmed to select records in said database (See Fig. 1 and relational database 115) of caller (e.g., customer) information based upon an individual searching key (e.g., ANI, customer's IP address, CallerID) received from said LIDB (See Fig. 3 and Inference Engine 301) through said gateway node (See Fig. 3 and ExecuBot 310) (See col. 2 lines 4-19 and col. 5-6 lines 64-20). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to incorporate this feature within the system, as a way of delivering caller/customer information received from a line information database, to a CRM, which in return is queried for the particular caller/customer information.

6. In regards to claims 2, 6, and 13, Novack discloses the call center, method, and machine readable storage, wherein each of said individual searching keys comprises a combination of caller name and a caller address (See page 5-6, paragraph [0062]).

7. In regards to claim 3, Novack discloses the call center, wherein said enterprise application comprises a customer relationship management application (See page 5, paragraph [0059]).
8. In regards to claims 4 and 11, Novack discloses a method and machine readable storage for processing a call in a call center using information stored in a line information database (LIDB), the method comprising the steps of: retrieving a searching key from the LIDB associated with the call (See page 5-6, paragraph [0062]); querying an enterprise application based upon said retrieved searching keys to retrieve caller data (See page 3, paragraph [0035] and page 4, paragraph [0046]); and presenting said caller data to a call center operator processing the call (See page 5-6, paragraph [0062]).
9. In regards to claims 7 and 14, Novack discloses the method and machine readable storage, further comprising the step of presenting an incomplete set of caller data where said searching key cannot be retrieved from the LIDB (See page 6, paragraph [0063]).
10. In regards to claims 8 and 15, Novack discloses the method and machine readable storage, further comprising the step of routing the call to a particular operator based upon said retrieve searching key (See page 5-6, paragraph [0062]).

Response to Arguments

11. Applicant's arguments with respect to claims 1-17 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

12. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Khuc et al. (US 7,043,004) teach a call processing system and service control point for handling calls to a call center.

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan K. Addy whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

14. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

15. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.


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Thjuan K. Addy
Patent Examiner
AU 2614

A Supervisory Patent Examiner (SPE) has approved of reopening prosecution by
signing below:



AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700